



Dear Customer

**Llanelli Post Office®**  
**18 John Street, Llanelli, SA15 1AA**

**Local public consultation**

I'm writing to let you know about some changes we're making to Post Office service provision in the area which means that we are today beginning a six week public consultation on the closure of Llanelli Post Office branch.

**Our proposal**

In the Llanelli area, we have recently opened two new branches at Church Street on 24 September 2018 with opening hours of 07:00-20:00 Monday to Saturday and 08:00-16:00 on Sunday, and at Pembrey Road on 30 April 2019 with opening hours of 07:30-22:00 Monday to Saturday and 08:30-21:00 on Sunday.

There are also several other branches in the area which may provide suitable alternatives for customers. For example, Ann Street Post Office and Llanelli Docks Post Office are both located within 0.6 miles of Llanelli Post Office.

We are confident that our new branches have the capacity to meet customer demand and cater for additional customers, offering a wide range of Post Office products and services and, due to the extended opening hours, providing continued good access to our services. The small number of Post Office products and services that will not be available at our new branches, such as Passport Check & Send, Identification services, change giving and high value banking, will continue to be available at Ann Street Post Office, 18 Ann Street, Llanelli, SA15 1TD and Llanelli Docks Post Office, 3 New Dock Road, Llanelli, SA15 2EG.

The nearest external cash machine at a Post Office branch can be found approximately 0.4 miles away at Ann Street Post Office, 18 Ann Street, Llanelli, SA15 1TD. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counter of the new branch, during all the extended opening hours.

**Background**

We've come a long way in the last few years – modernising over 7,000 branches across the country to give customers bright modern branches within vibrant local businesses and offering over 200,000 extra opening hours. But there's more we need to do to make sure we can meet changing customer needs. Our aim is to offer convenient access to Post Offices when and where our customers want them in a competitive market place. In line with this, as part of our new retail strategy we are opening more small branches, especially in urban areas, so that we can offer customers convenient access and longer opening hours.

This approach enables us to offer Post Office services in communities in a more sustainable way – partnering with a retailer to offer a Post Office combined with a shop, brings the benefits of shared footfall and overheads, allowing us to keep our presence in key locations against the pressures of rising property costs. Indeed, it is the way in which over 98% of our Network operates today.

We have worked with the temporary operator at the branch to look for solutions, however when it comes to creating a sustainable network, there isn't a one size fits all approach; each branch and community is different, and we need to consider all the options available to us. In this instance, we believe that with the new branches in place and further branches in the area, there will be sufficient convenience and choice for customers without the need to retain Llanelli Post Office.

## Consulting on our plans

We're now starting a period of local public consultation. The closure of the branch is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change. However, we'd like you to tell us what you think about access to Post Office services in the area following the closure.

We welcome any feedback or general comments you may have but would particularly appreciate your views on the following questions:

- How easy is it to get to the alternative branches?
- Are the alternative branches easy for you to get into and are they easily accessible once inside?
- Are there any local community issues you think we should know about that might be affected by the change?
- Do you have any suggestions that could help make the change better?

An information sheet is enclosed that provides more details about the alternative Post Office branches. You can share your views on this proposal and for further information or to share your views, please visit our Consultation Hub via the link below, then use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 150642.

[postofficeviews.co.uk](http://postofficeviews.co.uk)

If you're a local representative, it would be helpful if you could share this information with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in Llanelli. If you would like a supply of these posters please let us know.

### Dates for local public consultation:

Local Public Consultation starts	9 July 2019
Local Public Consultation ends	20 August 2019
Date of change	14 September 2019

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This consultation process is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. A copy is available at the end of this letter.

Thank you for considering our proposal. Any information we receive will be considered as we finalise our plans. At the end of the consultation we'll let you know our final plans by displaying a poster in the branch and locally or if you are a local representative I'll be in touch again.

Yours faithfully

*Jeremy Kiff*

**Jeremy Kiff**  
**Change Manager**

[postofficeviews.co.uk](http://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**Please note this is the full address to use  
and no further address details are required.**

Want to tell us what  
you think right here  
and now? Scan here.

If you don't have a QR  
code scanner on your  
phone, you can find  
one in your app store.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.**

#### Information sheet

<b>Church Street Post Office</b>															
<b>Address</b>	Corner House Stores Church Street Vauxhall Llanelli SA15 3BD														
<b>Post Office Opening Hours</b>	<table border="1"> <tr><td>Monday</td><td>07:00 – 20:00</td></tr> <tr><td>Tuesday</td><td>07:00 – 20:00</td></tr> <tr><td>Wednesday</td><td>07:00 – 20:00</td></tr> <tr><td>Thursday</td><td>07:00 – 20:00</td></tr> <tr><td>Friday</td><td>07:00 – 20:00</td></tr> <tr><td>Saturday</td><td>07:00 – 20:00</td></tr> <tr><td>Sunday</td><td>08:00 – 16:00</td></tr> </table>	Monday	07:00 – 20:00	Tuesday	07:00 – 20:00	Wednesday	07:00 – 20:00	Thursday	07:00 – 20:00	Friday	07:00 – 20:00	Saturday	07:00 – 20:00	Sunday	08:00 – 16:00
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Wednesday	07:00 – 20:00														
Thursday	07:00 – 20:00														
Friday	07:00 – 20:00														
Saturday	07:00 – 20:00														
Sunday	08:00 – 16:00														
<b>Distance</b>	Approximately 0.2 miles away from Llanelli Post Office branch, along varied terrain.														
<b>Products &amp; Services</b>	A range of key Post Office products and services will be available.														
<b>Accessibility</b>	<p><b>Access and facilities</b> There is a wide door and a threshold strip at the entrance of the branch. Internally, there is a hearing loop, a low level serving counter and space for a wheelchair.</p> <p><b>Transport/Parking</b> Parking is available at Church Street Car Park within 65 metres of the branch. Public transport services are available to and from the surrounding area.</p>														

<b>Pembrey Road Post Office</b>															
<b>Address</b>	SNA Late Shop 60 Pembrey Road Llanelli SA15 3BP														
<b>Post Office Opening Hours</b>	<table border="1"> <tr><td>Monday</td><td>07:30 – 22:00</td></tr> <tr><td>Tuesday</td><td>07:30 – 22:00</td></tr> <tr><td>Wednesday</td><td>07:30 – 22:00</td></tr> <tr><td>Thursday</td><td>07:30 – 22:00</td></tr> <tr><td>Friday</td><td>07:30 – 22:00</td></tr> <tr><td>Saturday</td><td>07:30 – 22:00</td></tr> <tr><td>Sunday</td><td>08:30 – 21:00</td></tr> </table>	Monday	07:30 – 22:00	Tuesday	07:30 – 22:00	Wednesday	07:30 – 22:00	Thursday	07:30 – 22:00	Friday	07:30 – 22:00	Saturday	07:30 – 22:00	Sunday	08:30 – 21:00
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Saturday	07:30 – 22:00														
Sunday	08:30 – 21:00														
<b>Distance</b>	Approximately 0.4 miles away from Llanelli Post Office branch, along varied terrain.														
<b>Products &amp; Services</b>	A range of key Post Office products and services will be available.														
<b>Accessibility</b>	<p><b>Access and facilities</b> There is a wide door and steps at the entrance of the branch. Internally, there is a hearing loop and a low serving level serving counter.</p> <p><b>Transport/Parking</b> Roadside parking is available on Stewart Street adjacent to the branch and nearby. Public transport services are available to and from the surrounding area.</p>														

**Post Office® services available**

**Your postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**

	Llanelli	Church Street	Pembrey Road
<b>Mail</b>			
First & Second Class mail	✓	✓	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓	✓	✓
Special stamps (Christmas issue only) & postage labels	✓	✓	✓
Signed For	✓	✓	✓
Special Delivery	✓	✓	✓
Home shopping returns	✓	✓	✓
Inland small, medium & large parcels	✓	✓	✓
Express & contract parcels	✓	✓	✓
British Forces Mail (BFPO)	✓	✓	✓
International letters & postcards (inc. signed for & Airsure)	✓	✓	✓
International parcels up to 2kg & printed papers up to 5kg	✓	✓	✓
Parcelforce Worldwide International parcels	✓	✓	✓
Articles for the blind (inland & international)	✓	✓	✓
Royal Mail redirection service	✓	✓	✓
Local Collect	✓	✓	✓
Drop & Go	✓	✓	✓
<b>Withdrawals, deposits and payments</b>			
Post Office Card Account	✓	✓	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual) up to a maximum value.	✓	✓	✓
Postal orders	✓	✓	✓
Moneygram	✓	✓	✓
Bill payments (card, barcoded or manual)	✓	✓	✓
Key recharging	✓	✓	✓
<b>Driving</b>			
Car tax	✓	✗	✗
Driving licence renewals	✓	✗	✗
<b>Licences</b>			
Rod fishing licences	✓	✓	✓
Document Certification Service	✓	✗	✗
<b>Travel</b>			
Pre-order travel money	✓	✓	✓
On demand travel money	✓	<b>Euros/Dollars</b>	✗
Travel insurance referral	✓	✓	✓
On demand travel insurance	✗	✗	✗
Passport Check & Send	✓	✗	✗
Mobile Top-ups & E vouchers	✓	✓	✓
National Lottery Terminal	✓	✗	✗
<b>Payment by cheque</b>	✓	✓	✗
Products marked ✗ are available at <b>Ann Street Post Office &amp; Llanelli Docks Post Office</b> , full details below.			

**Ann Street Post Office**

<b>Address</b>	18 Ann Street Llanelli SA15 1TD														
<b>Post Office Opening hours</b>	<table><tr><td>Monday</td><td>08:30 – 17:30</td></tr><tr><td>Tuesday</td><td>08:30 – 17:30</td></tr><tr><td>Wednesday</td><td>08:30 – 17:30</td></tr><tr><td>Thursday</td><td>08:30 – 17:30</td></tr><tr><td>Friday</td><td>08:30 – 17:30</td></tr><tr><td>Saturday</td><td>09:00 – 14:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>	Monday	08:30 – 17:30	Tuesday	08:30 – 17:30	Wednesday	08:30 – 17:30	Thursday	08:30 – 17:30	Friday	08:30 – 17:30	Saturday	09:00 – 14:30	Sunday	Closed
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<b>Distance</b>	Approximately 0.4 miles away from Llanelli Post Office branch, along varied terrain.														
<b>Products &amp; Services</b>	A wide range of products and services will be available.														
<b>Accessibility</b>	<p><b>Access and facilities</b> There is a wide door and level access at the entrance of the branch. Internally, there is a hearing loop, a low level serving counter and space for a wheelchair.</p> <p><b>Transport/parking</b> Roadside parking is available outside the branch and along Ann Street. Public transport services are available to and from the surrounding area.</p>														

**Llanelli Docks Post Office**

<b>Address</b>	3 New Dock Road Llanelli SA15 2EG														
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<b>Products &amp; Services</b>	A wide range of products and services will be available.														
<b>Accessibility</b>	<p><b>Access and facilities</b> There is a wide door and level access at the entrance of the branch. Internally, there is a hearing loop, a low level serving counter and space for a wheelchair.</p> <p><b>Transport/Parking</b> There is a car park at the rear of the branch. Public transport services are available to and from the surrounding area.</p>														

## **Principles of Community Engagement on changes to the Post Office network**

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup>/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>4</sup>
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week<sup>5</sup> local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

***These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.***

*What to do if you feel these Principles haven't been followed:*

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

**postofficeviews.co.uk**  
**comments@postoffice.co.uk**  
**FREEPOST Your Comments**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>3</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

<sup>4</sup> There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases the consultation will seek feedback on alternative Post Office service provision in the area.

<sup>5</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.